

## Volunteer Management During a Pandemic

During a pandemic, many small and very localised groups will develop organically to provide an immediate service and are built upon the goodwill of local volunteers; it is however as important as ever to maintain good practice in volunteer management. Within the voluntary and community sector there have been significant changes in how we should be recruiting and supporting volunteers.

Whilst the guidance below is provided as a model of good practice, it might seem onerous to those smaller groups who have quickly formed to address a specific and immediate need; this quick guide provides an overview of some of the things that we suggest you consider when managing volunteers:

### 1. Health

All volunteers should be provided with guidance on prevention of the spread of the illness/disease and what they should do if they become symptomatic. For more information, please view the latest NHS Inform guidance by [clicking here](#).

### 2. Wellbeing

During this time, it is essential to encourage volunteers to prioritise their own mental health and wellbeing so that they can continue to be an effective volunteer. For more information, please view the latest NHS Inform guidance by [clicking here](#).

### 3. Emergency Contacts

You should ensure that volunteer emergency contact/next of kin details are up to date for existing and new volunteers, and that any personal data that you hold is held in a GDPR compliant way. For more information, please view AVA's guidance note on GDPR by [clicking here](#).

### 4. Confidentiality

Organisations need to consider the confidentiality of information relating to volunteers and its service users. In line with GDPR, volunteers should only be provided with personal data relating to service users if there is a real need for them to hold it; this is to protect the organisation and the volunteer from the possibility of misuse of personal information, in the same way that it would protect the service user who may be classed as a vulnerable person.

### 5. Risk Management

Appropriate risk assessment and management will help to keep your staff, volunteers and service users safe from undue injury or harm. For more information, please view AVA's guidance note on Risk Assessment by [clicking here](#). Regardless of the legal structure of your organisation, it is important that any volunteer is adequately insured for the activities they are carrying out for your organisation. Volunteer Scotland has produced an information sheet about Insurance for Volunteers which can be found by [clicking here](#).

### 6. Role Description

All volunteers should have a clear role description which outlines what your organisation expects regarding the volunteers' commitment and responsibilities whilst acting on behalf of your organisation.

## 7. Recruitment of Volunteers

Whilst there are many willing people wanting to volunteer, in normal times there should be a clear process of application and induction for everyone involved which should include the following as a minimum. During a rapid response we recommend following as much of this as possible:

- Application to volunteer.
- Interview or formal conversation about their suitability to act on behalf of your organisation.
- Check on suitability to represent your organisation (reference/character check).
- Disclosure check or PVG if required (for more information, please view AVA's guidance note on Disclosure and PVG by [clicking here](#)).
- Induction which should include training on what is expected of the volunteer, and discussion of any applicable policies and procedures whilst acting on behalf of your organisation.

## 8. Safeguarding

All volunteers who deal with vulnerable persons whether young or old should have read your organisation's safeguarding policy and procedures, and signed a declaration to confirm they have read them, understood them, and will carry out their duties as requested to do so within them.

## 9. Support & Supervision

Each volunteer should have a named person or a dedicated phone number/email address to contact if they need support or guidance related to their role with your organisation. Regular support and supervision should still be carried out by phone, email or any other means available to your organisation whilst face-to-face contact is prohibited. The benefits of this might include:

- Volunteers will feel supported/less isolated.
- Volunteers have an opportunity to discuss any challenges they are experiencing.
- It provides an opportunity for the voluntary service to continue to develop and improve.

## 10. Ending the Volunteer Role

When a volunteer feels they can no longer commit to their role it is important to have a positive approach and be grateful for the commitment that they have given. It is good practice to have an exit discussion and/or an exit questionnaire; this is a good chance to explore any difficulties that may have been experienced and can also be a valuable evaluation tool.

Volunteer Scotland has a dedicated resource for providing additional guidance to organisations who manage volunteers which can be found by [clicking here](#).

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### Aberdeenshire Voluntary Action

We are funded by the Scottish Government and Aberdeenshire's Health and Social Care Partnership to support third sector organisations who are delivering a service within Aberdeenshire in the following ways:

**Development:** Further information on any of the subjects within this document is available from your local Development Officer. To find out how to contact the relevant person, please visit our website by [clicking here](#).

**Funding Search:** Our dedicated Funding Officer regularly updates our funding webpage with information to help fund your group. You can find out more by [clicking here](#).

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### We are Aberdeenshire's Third Sector Interface



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